



INFORMATION OFFICER 1 and 2 SERIES

Agency Code: 7500 Class Code: 5601

Exam Code: 1pb31

This multi-level Examination is for:

7500-5601-1PB31 INFORMATION OFFICER 1 (SPECIALIST)

7500-5693-1PB31 INFORMATION OFFICER 1(SUPERVISOR)

7500-5595-1PB31 INFORMATION OFFICER 2

Department(s):	State Personnel Board/Statewide Department of Alcoholic Beverage Control State Air Resources Board Department of Resources Recycling and Recovery Department of Consumer Affairs Office of State Controller Dept of Corrections & Rehabilitation Department of Motor Vehicles Department of Justice Department of Health Care Services Dept of Mental Health Dept of Rehabilitation Department of Social Services Department of Transportation Dept of Veterans Affairs Department of Water Resources CA Emergency Management Agency California State Lottery Department of Public Employees Retirement System Department of State Teachers Retirement System State Water Resources Control Board
Opening Date:	1/5/2012 1:40:00 PM
Closing Date:	Continuous
Cut-off Date:	12/20/2015
Type of Recruitment:	Multi-Departmental Open
Salary:	MONTHLY-RANGED-SALARY - \$4,400.00 to \$6409.00
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	State-wide

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG FREE STATEMENT

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

WHO SHOULD APPLY?

Candidates who meet the minimum qualifications as stated on this bulletin may apply. Once you have taken the examination, you may not reapply for **six (6)** months.

FILING INSTRUCTIONS

"HOW TO APPLY"

The application and the Training and Experience Evaluation are available on the internet on a continuous basis. Applicants will respond to questions in order to determine their eligibility to meet the Minimum Qualifications, provide contact information and then take the Training and Experience Evaluation test.

You may take this on line examination by clicking the link provided at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you are disabled and need special assistance or special testing arrangements please contact the State Personnel Board examination and Selection Services Section at 1-866-844-8671, and ask for the analyst who administers the examination; TTY (916) 654-6336 or via California Relay Service for the deaf or hearing impaired from TTY phones at 1-800-735-2929 or from voice phones at 1-800-735-2922.

SALARY INFORMATION

Information Officer I (Specialist): \$4400 - \$5348

Information Officer I (Supervisor) \$4400 - \$5348

Information Officer II \$5312 - \$6409

ELIGIBLE LIST INFORMATION

Names of successful competitors will be merged onto the existing eligible list in order of final scores regardless of test date. Eligibility expires 12 months after it is established. Competitors must then retest to reestablish eligibility. Competitors may retest after six (6) months.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination announcement as of the date the test is taken.

MINIMUM QUALIFICATIONS

INFORMATION OFFICER I (SPECIALIST)

Either I

One year of experience in the California state service performing duties equivalent to those of an Assistant Information Officer.

Or II

Experience: Four years of successful experience in writing, reporting or editing for a

newspaper, news service, radio or television station, or magazine, or in a position having major duties in the area of public relations or public information and involving communicating to the public. The experience must have developed the ability to be responsible for the conduct of a comprehensive public information program for a State agency. Writing experience, while an integral part of the above requirements, will not be considered qualifying in itself. And

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

INFORMATION OFFICER I (SUPERVISOR)

Either I

One year of experience in the California state service performing duties equivalent to those of an Assistant Information Officer.

Or II

Experience: Four years of successful experience in writing, reporting or editing for a newspaper, news service, radio or television station, or magazine, or in a position having major duties in the area of public relations or public information and involving communicating to the public. This experience must have developed the ability to be responsible for the conduct of a comprehensive public information program for a State agency. Writing experience, while an integral part of the above requirements, will not be considered qualifying in itself. and

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

INFORMATION OFFICER II

Either I

Two years of experience in the California state service performing duties equivalent to those of an Information Officer I.

Or II

Experience: Broad and successful experience which has demonstrated the ability to plan and direct a comprehensive public information program. This must have included at least five years' professional experience in preparing and disseminating information, a substantial part of which also included supervising the writing of others. Writing experience, while an integral part of the above, will not be considered qualifying in itself. and

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year-basis.)

EXAMINATION INFORMATION

Training and Experience Evaluation Examination-Weighted 100%

The examination will consist of a Training and Experience Evaluation weighted 100%. In order to obtain a position on the eligible list a minimum rating of 70% must be attained. An applicant will receive his/her score upon completion of the Training and Experience Evaluation.

[Click here to preview questions](#)

KNOWLEDGE AND ABILITIES

Information Officer I (Specialist)

Knowledge of: Techniques of preparing, producing and disseminating information, utilizing all major media of communication, principles and techniques of establishing and maintaining good relations with news media and other public groups; California State Government and principles of public administration.

Ability to: Write, edit, and prepare for publication or reproduction news releases, magazine articles, correspondence, booklets, brochures, pamphlets, magazines, reports, speeches, scripts for radio, television or motion pictures, and other information material; speak effectively; analyze data, assume responsibility for the administration of a public information program.

Information Officer I (Supervisor)

Knowledge of: Techniques of preparing, producing and disseminating information, utilizing all major media of communication, principles and techniques of establishing and maintaining good relations with news media and other public groups; California State Government and principles of public administration, a general familiarity with affirmative action concepts including goals/timetables, reasonable accommodation, focused recruitment and the role of a supervisor or manager in carrying out an Affirmative Action Program.

Ability to: Write, edit, and prepare for publication or reproduction news releases, magazine articles, correspondence, booklets, brochures, pamphlets, magazines, reports, speeches, scripts for radio, television or motion pictures, and other information material; speak effectively; analyze data; supervise the work of others; assume responsibility for the administration of a public information program; and effectively contribute to the department's affirmative action objectives.

Information Officer II

Knowledge of: Methods used to determine needs for public information and education; techniques of preparing, producing and disseminating information, utilizing all major media of communication; principles and techniques of establishing and maintaining good public relations; California State Government; principles of public administration; effective supervision; department's Affirmative Action Program objectives; a manager's role in the Affirmative Action Program and the processes available to meet Affirmative Action Program and the processes available to meet affirmative action objectives.

Ability to: Organize and direct a statewide program of public information and education; write effectively; analyze data; supervise the work of an information staff; stimulate interest in an agency's program and secure the cooperation of diverse groups in conducting that program; understand and effectively carry out State Departmental equal employment opportunity and affirmative action policies.

VETERANS PREFERENCE

Veterans' Preference credits will not be granted in the examination as it does not meet the requirements to qualify for Veterans' Preference credit.

CAREER CREDITS

Career Credits will not be added to the final score of this examination.

TYPICAL TASKS

Information Officer 1(Specialist)

Plans, writes, edits, and otherwise prepares more complicated information material for dissemination through all major means of communication; disseminates such information material through appropriate channels; prepares replies to difficult and complicated correspondence, including letters for signature by superiors; plans exhibits; provides writing editing and advisory service to other agency officials; acts as a spokesperson for the agency before public groups, to the news media, and to individuals who inquire regarding the agency's activities; arranges participation of other agency officials as speakers before public groups, or on radio and television newscasts or other programs; collects, evaluates and distributes information from outside sources

to the agency's staff.

Information Officer 1 (Supervisor)

Plans, writes, edits, and otherwise prepares more complicated information material for dissemination through all major means of communication; disseminates such information material through appropriate channels; prepares replies to difficult and complicated correspondence, including letters for signature by superiors; plans exhibits; provides writing editing and advisory service to other agency officials; acts as a spokesperson for the agency before public groups, to the news media, and to individuals who inquire regarding the agency's activities; arranges participation of other agency officials as speakers before public groups, or on radio and television newscasts or other programs; collects, evaluates and distributes information from outside sources to the agency's staff; and in larger agencies supervises work of one or more Assistant Information Officers.

Information Officer 2

Analyzes the extent of public understanding of the program administered by the agency and determines the need for further public information and education activity; establishes the objectives of the agency's information program and develops and actuates the techniques and procedures to accomplish these objectives; directs a staff in the conduct of the program; evaluates its effectiveness and recommends appropriate changes; coordinates and evaluates the information and education activities of the agency's field personnel; meets with top management and advises on any public relations implication of proposed actions; attends staff conferences at top management level as a regular participating member; contacts individuals and members of interested organizations to keep them informed of the agency's activities; makes speeches before various groups; promotes the knowledge and use of the agency's services; performs to the extent required any or all of the typical tasks of an Information Officer I

DISTINGUISHING CHARACTERISTICS

Information Officer 1 (Specialist)

An Information Officer I is differentiated from an Information Officer II by the agency's program and by the level of responsibility delegated.

In an agency with a complex and extensive information program directed by an Information Officer II, an Information Officer I (Specialist) may be responsible for a wide range of general assignments (as designated under Typical Tasks), or for a major segment of the total information program, or for an assigned geographical area. In an agency not utilizing an Information Officer II, and Information Officer I (Specialist) may have full responsibility for the conduct of the information program.

Information Officer (Supervisor)

An Information Officer I is differentiated from an Information Officer II by the agency's program and by the level of responsibility delegated.

In an agency with a complex and extensive information program directed by an Information Officer II, an Information Officer I (Supervisor) may be responsible for a wide range of general assignments (as designated under Typical Tasks), or for a major segment of the total information program, or for an assigned geographical area. In an agency not utilizing an Information Officer II, and Information Officer I (Supervisor) may have full responsibility for the conduct of the information program and supervises a small staff.

Information Officer II

An Information Officer II is differentiated from an Information Officer I by the agency's program and by the level of responsibility delegated.

An Information Officer II is delegated full responsibility for all aspects of information activities in an agency that meets one or more of these criteria; its program either directly affects a large and heterogeneous public, or it affects a public with strong personal interests in its administration; it usually has economic, political, or social implications of considerable impact; it often elicits continuous interest and critical review by political bodies of interest groups; administration of its program is often subject to question, misconceptions, and conflicting views.

An Information officer II reports directly to top management who rely upon the incumbent for advice on good public relations consistent with overall goals; develops special channels for earning public or specific group support; may appear as agency spokesperson before large groups; frequently supervises professional,

technical and clerical subordinates.

ADDITIONAL DESIRABLE QUALIFICATIONS

Information Officer (Specialist) and Information Officer I (Supervisor)

Training or experience developing skills in management or public administration, including budgeting skills.

SPECIAL PERSONAL CHARACTERISTICS

Information Officer I (Specialist)

Appreciation of news values; ability to analyze situations accurately and adopt effective courses of action; demonstrated capacity for assuming progressively greater responsibility; emotional stability under stress; appreciation of the need to inform and educate the public on various phases of an agency's program; ability to establish and maintain cooperative working relations with the news media and other public groups; ability to gain and hold the confidence and respect of those contacted in the work.

Information Officer 1 (Supervisor)

Appreciation of news values; ability to analyze situations accurately and adopt effective courses of action; demonstrated capacity for assuming progressively greater responsibility; emotional stability under stress; appreciation of the need to inform and educate the public on various phases of an agency's program; ability to establish and maintain cooperative working relations with the news media and other public groups; ability to gain and hold the confidence and respect of those contacted in the work.

Information Officer 2

Appreciation of news values, ability to analyze situations accurately and adopt or recommend for adoption by top management an effective course of action; ability to gain the confidence and respect of persons contacted in the work; ability to establish and maintain cooperative working relations with the news media and other public groups; emotional stability under stress; application of the need to inform and educate the public on various phases of an agency's program.

CONTACT INFORMATION

State Personnel Board

Exam Services Unit

801 Capitol Mall

Sacramento, CA 95814

1-866-844-8671

California Relay (Telephone) Service for the Deaf/Hearing Impaired:

From TDD: 1 (800) 735-2929

From Voice: 1 (800) 735-2922

DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification:

<http://spb.ca.gov/jobs/resources/jobspecs.htm>

GENERAL INFORMATION

For an examination with a written feature, it is the candidate's responsibility to contact the

testing department three weeks after the Final Filing Date if he/she has not received his/her notice.

If a candidate's notice of oral interview or performance test fails to reach him/her 3 days prior to their scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

Applications are available at www.jobs.ca.gov, State Personnel Board offices, and local offices of the Employment Development Department.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specification <link to class spec>.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference Points: California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the

National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the State Personnel Board (SPB). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at www.jobs.ca.gov or from the State Personnel Board, 801 Capitol Mall, Sacramento, CA 95814, and the Department of Veterans Affairs.

TAKING THE EXAM

When you click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.

[Click here to take the examination](#)